

Who we are and what we do:

Benefits Administration (BA) within the Department of Finance & Administration is responsible for the day-to-day management of the \$1.6B self-funded State Group Insurance Program. BA staff administers the health, pharmacy, dental, vision, EAP and behavioral health, wellness, short- and long-term disability, life and AD&D programs, flexible spending and health savings accounts and retiree Medicare supplemental coverage, as well as an employee health clinic and a Customer Service Center for employees, retirees and dependents of 589 agencies in three separate groups -- state agencies and higher education institutions, local education agencies and local governments -- that cover more than 300,000 individuals.

BA's mission is to deliver comprehensive, affordable, dependable and sustainable benefits.

BA's vision is healthy members; peace of mind.

Key Competencies for this role:

Customer focus

Is dedicated to meeting the expectations and requirements of internal and external customers

Problem Solving

Uses rigorous logic and methods to solve difficult problems with effective solutions

Interpersonal Savvy

Builds appropriate rapport; uses diplomacy and tact.

TN State Government Careers

Communications Officer - Outreach Coordinator **Benefits Administration** **Nashville, TN** **Salary: \$52,000**

Job Overview:

The Communications Outreach Coordinator is an integral part of the Division's communications and marketing team and reports directly to the director of communications and marketing. The team also includes a Public Information Officer, a webmaster and a social media coordinator all of whom handle additional communications duties as needed. The Communications Outreach Officer is responsible for external and internal communications projects and technical writing and document review for various State Group Insurance Program partners and Benefits Administration as well as event planning, animated video production and internal and external training activities. General knowledge of insurance benefits is helpful.

Key Responsibilities:

- Creates communications plans for Employee Assistance, Life, Dental, Vision and Short and Long Term Disability insurance and employee health clinic, including enrollment materials and specialized communications for various related projects
- Reviews, writes and edits publications, and other documents, including employee communications, handbooks, newsletters, brochures, websites, FAQs and related materials.
- Coordinates events and conducts webinars for specialized training and information sessions, benefits fairs and other program-related functions
- Oversees web-based communications functions including creating content for voluntary benefits plans and works with webmaster and social media program to promote them
- Works regularly with Adobe products, Vyond, MailChimp, WebEx and/or related programs
- Creates educational videos

Minimum Qualifications:

College degree from an accredited college or university in communications, public relations or related field or experience. Minimum of five years of public relations, journalism or related writing experience.

- Proven news writing/editing skills (AP style)
- Strong verbal communications skills
- Strong event planning background
- Ability to meet deadlines and manage multiple projects at one time
- Willingness to work occasional extended hours and travel on occasion
- High level of comfort with public speaking with small and very large groups

To apply:

Please submit your resume along with a cover letter outlining relevant experience and reason for interest in this position to Debby.Koch@tn.gov no later than Tuesday, November 12.

Pursuant to the State of Tennessee's Workplace Discrimination and Harassment policy, the State is firmly committed to the principle of fair and equal employment opportunities for its citizens and strives to protect the rights and opportunities of all people to seek, obtain, and hold employment without being subjected to illegal discrimination and harassment in the workplace. It is the State's policy to provide an environment free of discrimination and harassment of an individual because of that person's race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran's status or any other category protected by state and/or federal civil rights laws.